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## Changes

The material in this document is for information only and subject to change without notice. While reasonable efforts have been made in the preparation of this document to assure its accuracy, LaCie assumes no liability resulting from errors or omissions in this document, or from the use of the information contained herein. LaCie reserves the right to make changes or revisions in the product design or the product manual without reservation and without obligation to notify any person of such revisions and changes.

## Canada Compliance Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

## FCC Statement

LaCie d2 Quadra
Tested to comply with FCC standards for home or office use

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

1. The devices may not cause harmful interference
2. The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modifications to this product not authorized by LaCie could void the FCC & Industry Canada regulations and negate your authority to operate the product.

## Manufacturer's Declaration for CE Certification

We, LaCie, solemnly declare that this product conforms to the following European standards: Class B EN60950, EN55022, EN55024

With reference to the following conditions: 2006/95/EC Low Voltage Directive; 2004/108/EC EMC Directive

This symbol on the product or on its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designed collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service, or the shop where you purchased the product.

**CAUTION:** A shielded-type power cord is required in order to meet FCC emission limits and also to prevent interference to the nearby radio and television reception. It is essential that only the supplied power cord be used.

# Health and Safety Precautions

- Only qualified persons are authorized to carry out maintenance on this device.
- Read this User Manual carefully and follow the correct procedure when setting up the device.
- Do not open your LaCie d2 Quadra Hard Drive or attempt to disassemble or modify it. Never insert any metallic object into the drive to avoid any risk of electrical shock, fire, short-circuiting or dangerous emissions. Your LaCie d2 Quadra Hard Drive contains no user-serviceable parts. If it appears to be malfunctioning, have it inspected by a qualified LaCie Technical Support representative.
- Never expose your device to rain, or use it near water, or in damp or wet conditions. Never place objects containing liquids on the LaCie d2 Quadra Hard Drive, as they may spill into its openings. Doing so increases the risk of electrical shock, short-circuiting, fire or personal injury.
- Power requirements 100-240 V~, 1.5 A, 60-50 Hz, (Supply voltage fluctuations not exceeding ± 10% of the nominal, transient over-voltages according to over-voltage category II).

# General Use Precautions

- Do not expose the LaCie d2 Quadra Hard Drive to temperatures outside the range of 5° C to 35° C (41° F to 95° F); or to operational humidity beyond 5-80%, non-condensing, or non-operating humidity beyond 10-90%, non-condensing. Doing so may damage the LaCie d2 Quadra Hard Drive or disfigure its casing. Avoid placing your LaCie d2 Quadra Hard Drive near a source of heat or exposing it to sunlight (even through a window). Inversely, placing your LaCie d2 Quadra Hard Drive in an environment that is too cold or humid may damage the unit.
- Always unplug the LaCie d2 Quadra Hard Drive from the electrical outlet if there is a risk of lightning or if it will be unused for an extended period of time. Otherwise, there is an increased risk of electrical shock, short-circuiting or fire.
- Use only the power supply shipped with the device.
- Do not use the LaCie d2 Quadra Hard Drive near other electrical appliances such as televisions or radios. Doing so may cause interference which will adversely affect the operation of the other products.
- Do not place the LaCie d2 Quadra Hard Drive near sources of magnetic interference, such as computer displays, televisions or speakers. Magnetic interference can affect the operation and stability of your LaCie d2 Quadra Hard Drive.
- Do not place heavy objects on top of the LaCie d2 Quadra Hard Drive or use excessive force on it.
- Never use excessive force on your LaCie d2 Quadra Hard Drive. If you detect a problem, see the Troubleshooting section in this manual.

**CAUTION:** This LaCie Hard Disk's warranty may be void as a result of the failure to respect the precautions listed above.

**IMPORTANT INFO:** Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data. To help prevent the loss of your data, LaCie highly recommends that you keep **TWO** copies of your data; one copy on your external hard disk, for instance, and a second copy either on your internal hard disk, another external hard disk or some other form of removable storage media. LaCie offers a complete line of CD and DVD drives. If you would like more information on backup, please refer to our website.

**IMPORTANT INFO:** 1GB = 1,000,000,000 bytes. 1TB = 1,000,000,000,000 bytes. Once formatted, the actual available storage capacity varies depending on operating environment (typically 5-10% less).

# 1. Introduction

Thank you for purchasing the new LaCie d2 Quadra with quadruple Interface. Combining universal compatibility with high throughput rates and mammoth storage capacity, the Quadra is ideally suited for audio/video pros working with large amounts of DV and SD video or professional level 2D/3D imaging projects, or high speed data backup.

With its four interfaces, the d2 Quadra is universally compatible with almost any computer and can be daisy-chained with peripherals or expanded via FireWire.

Engineered to fit seamlessly in to any work environment, the LaCie d2 Quadra can be stood vertically on the LaCie Drive Stand (included), placed in the LaCie Desk Rack (sold separately) or incorporated into standard 19" computer equipment racks with the LaCie Rackmount Kit (sold separately).

The improved passive heat dissipation design by Neil Poulton provides natural cooling by increasing the surface area over which heat can leave the d2 Quadra for better thermal regulation and longer life.

## d2 Quadra Capabilities

- USB 2.0, FireWire 400, FireWire 800 and eSATA
- Throughput of up to 3 Gb/s via eSATA
- Daisy-chain digital video cameras directly to the drive
- Connects to almost any PC or Mac
- Back up your computer's internal hard drive
- Store and exchange data between several computers

## Quick Links

### Click to Jump to a Section:

- **Hard Disk Heat Management**
- **Getting Connected**
- **Troubleshooting**

## 1.1. Box Content

Your box contains the d2 Quadra with attached drive stand and an accessories box containing items 2 -7, listed below:

① LaCie d2 Quadra

② FireWire800 cable

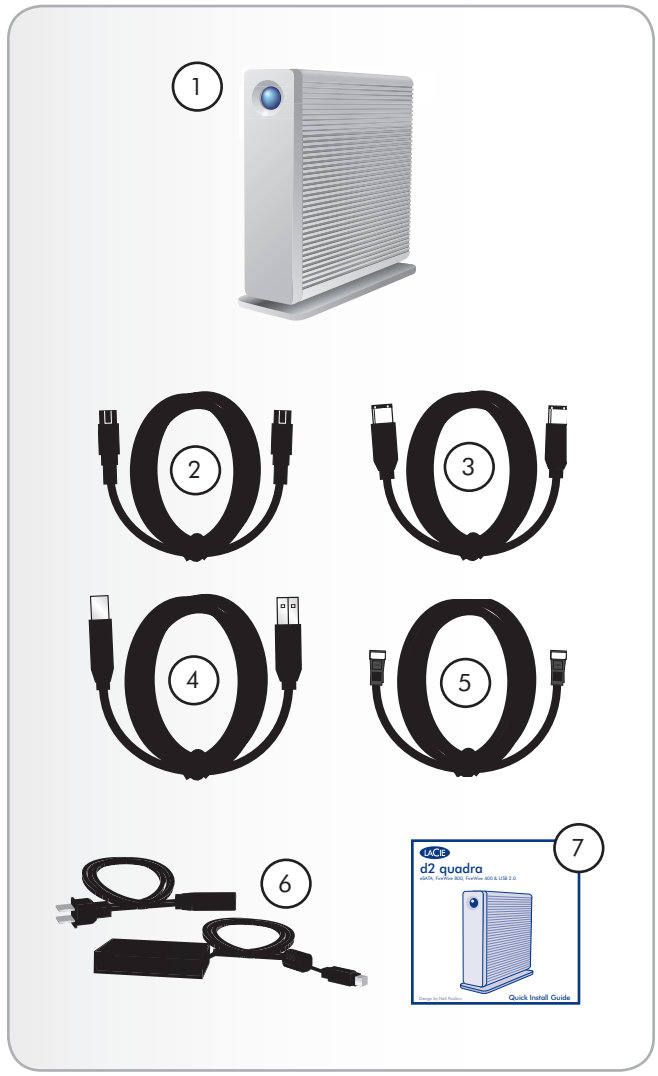
③ FireWire 400 cable

④ USB cable

⑤ eSATA cable

⑥ External power supply

⑦ Quick Install Guide




**NOTE:** The User Manual and software utilities are pre-loaded on the drive.

**IMPORTANT INFO:** Please save your packaging. In the event that the drive should need to be repaired or serviced, it must be returned in its original packaging.

## 1.2. Minimum System Requirements

### Windows Users

- Windows 2000, Windows XP, Windows Vista
- 512 MHz processor or higher
- 128MB RAM (512MB recommended)
- Available eSATA*, USB 2.0, FireWire 400 or FireWire 800* interface port

### Mac Users

- Mac OS X 10.2.8 or later (Mac OS X 10.3 for eSATA)
- G4, G5, Intel Core Duo or Intel Core 2 Duo
- 128MB RAM (512MB recommended)
- Available eSATA*, USB 2.0, FireWire 400 or FireWire 800* interface port

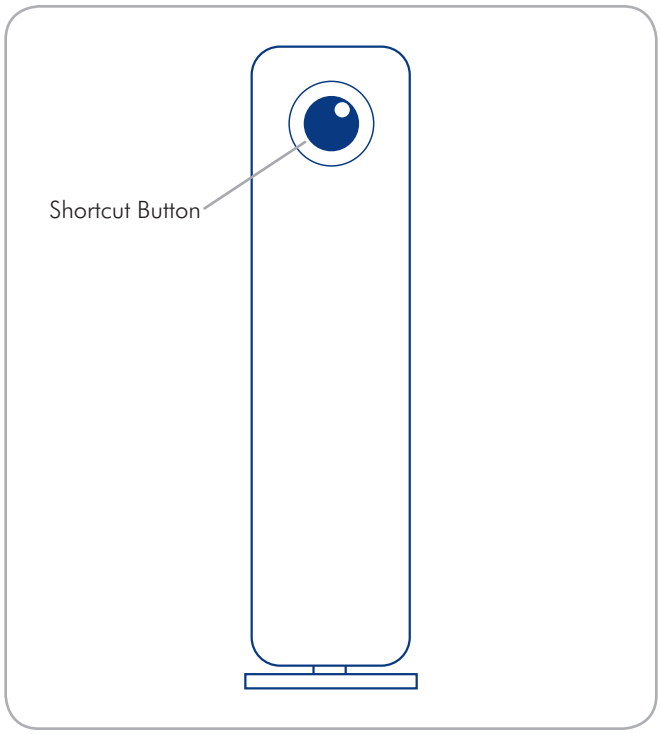
* Most computers do not come from the factory with FireWire 800 or eSATA ports, so you may need to purchase a PCI, PCI-X or PCI-Express card to be able to connect your d2 Quadra via these interfaces.
LaCie offers a wide selection of eSATA and FireWire 800 cards. Visit www.lacie.com/accessories.

# 1.3. Views of the d2 Quadra

## Front View

### Shortcut Button with Activity LED

Push the Shortcut Button to launch the document or application of your choice (see the LaCie Shortcut Button User Manual for more information).
The LED remains lit to show that the drive is on, and blinks to indicate drive activity.




## Rear View

① on/auto/off power switch

② FireWire 400 port

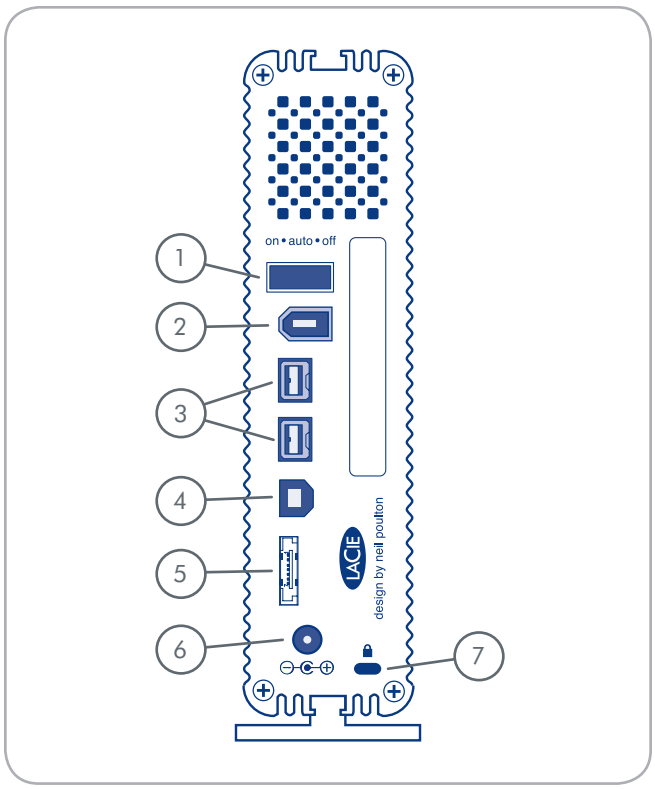
③ FireWire800 ports

④ Hi-Speed USB 2.0 port

⑤ eSATA port

⑥ Power input connection

⑦ Lock slot (used to connect an anti-theft chain lock, such as a Kensington security lock*, for maximum protection)




* Kensington © 2006 Kensington Computer Products Group

# 1.4. Cables and Connectors

## 1.4.1. FireWire 400 and 800 Cables and Connectors

FireWire 400, also known as IEEE 1394, is a high-speed serial input/output technology for connecting peripheral devices to a computer or to each other, and FireWire 800 is the implementation of the new IEEE 1394b standard.

FireWire 800 offers increased bandwidth and extended distance between devices. FireWire 800 is ideal for bandwidth-intensive applications, such as audio, video and graphics.

### Included FireWire Cables

Your LaCie d2 Quadra comes with a FireWire 400 cable and a FireWire 800 cable.

FireWire 400 Cable Ends

FireWire 800 Cable Ends

### FireWire Benefits

- Hot-pluggable: devices can be added and removed while the bus is active.
- Isochronous data delivery: no dropped frames – FireWire supports real-time data delivery.
- Flexible: up to 63 devices can be connected on a single bus.
- FireWire 800 reduces delays in arbitration and signal distortion, and increases throughput.
- Backwards compatibility: adapter cables allow FireWire 400 devices to operate under the FireWire 800 port (at FireWire 400 speed).

## 1.4.2. USB Cables and Connectors

USB is a serial input/output technology for connecting peripheral devices to a computer or to each other. Hi-Speed USB 2.0 is the latest implementation of this standard, and it provides the necessary bandwidth and data transfer rates to support high speed devices such as hard drives, CD/DVD drives and digital cameras.

### Included USB Cable

Your LaCie drive is shipped with a Hi-Speed USB 2.0 cable, to ensure maximum data transfer performance when connected to a Hi-Speed USB 2.0 port. The cable will also work when connected to a USB port, but drive performance will be limited to USB 1.1 transfer rates.

USB Cable Ends

### Hi-Speed USB 2.0 Benefits

- Backwards compatibility: Hi-Speed USB 2.0 works with the original USB specifications.
- Hot-swappable: no need to shut down or restart your computer when adding or removing devices.

## 1.4.3. eSATA Cables and Connectors

Your LaCie d2 Quadra uses the latest in SATA technology, allowing interface (or bus) transfer rates of up to 3 Gb/s. SATA technology was originally developed to serve as an internal interface, delivering improved performance to internal connections. Soon after, eSATA, or external SATA was developed, allowing for the use of shielded cables outside the PC.

eSATA technology was developed to be rugged and durable. eSATA connectors do not have the "L" shaped design of other SATA connectors. In addition, the guide features are vertically offset and reduced in size to prevent the use of unshielded internal cables in external applications.

### Included eSATA Cable

Your LaCie drive is shipped with a eSATA cable, to ensure maximum data transfer performance when connected to a eSATA port.

eSATA Cable Ends

### eSATA Benefits

- eSATA interface can achieve up to 3 Gb/s transfer rate.
- Plug orientation – An extrusion on the outside of the connector helps guide and align the connector during insertion.
- Hot-plug support – eSATA enables adding and removing a drive without having to power down the system or reboot.

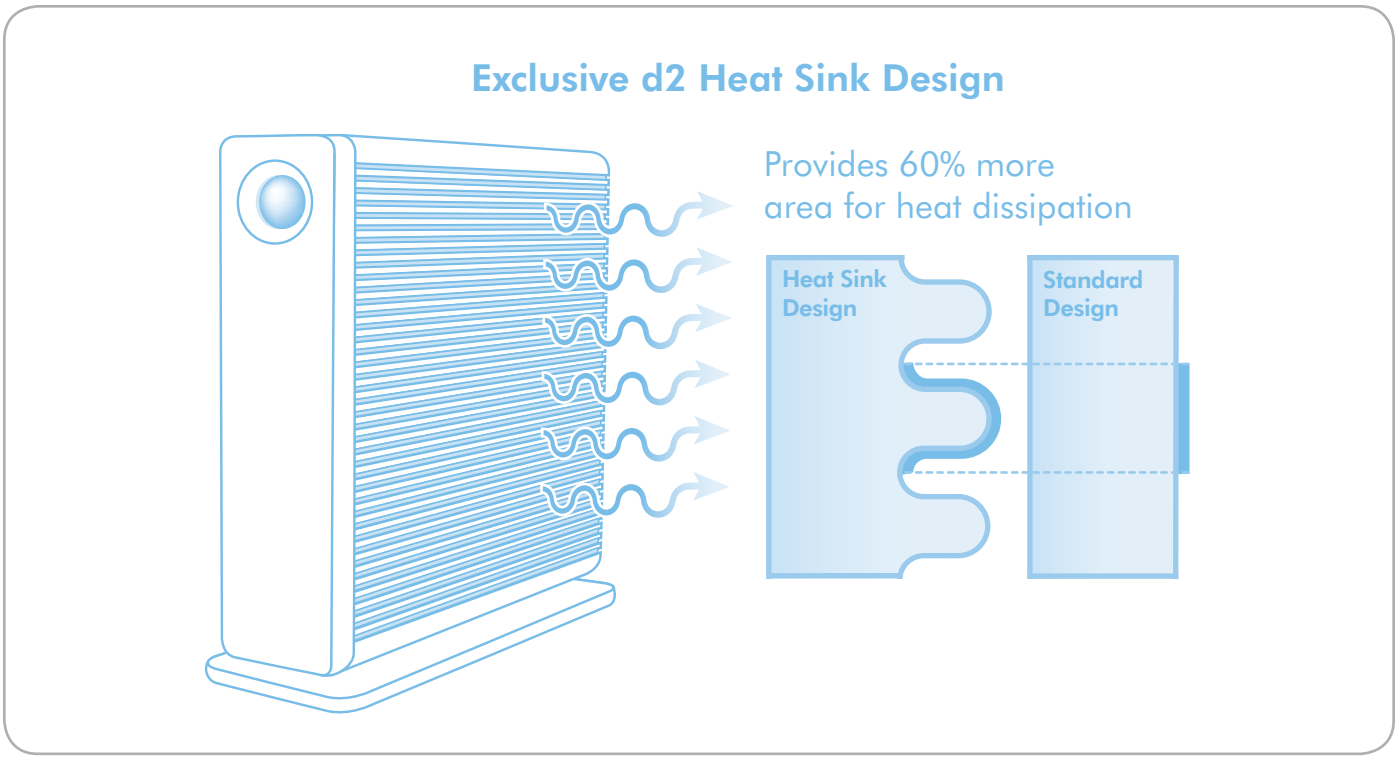
## 1.5. Hard Disk Heat Management

### Heat Dissipation Design

The LaCie d2 Quadra's metal body is ideal for naturally dissipating internal drive heat. Its unique design actually draws heat away from the internal drive toward the external casing. The large surface area of the heat sink casing absorbs internal heat and dissipates it, keeping the drive safe and prolonging its life and reliability. **As a consequence, it is normal that the external casing is warm to the touch.** Please make sure that the vent on the back-bezel is not obstructed and that there is a natural airflow across the casing.

### Upright, Stack & Rackmount Configuration

Heat dissipation is maximized when the d2 Quadra is in the upright position. When stacking LaCie d2 Quadras, please remember to attach the included rubber feet on the under side of your drives. This will allow for some airflow between your drives so that the heat dissipation can work effectively. LaCie does not recommend stacking or racking more than three d2 drives on top of each other, especially if these drives are turned on simultaneously.



# 2. Getting Connected

Installing your LaCie d2 Quadra is easy thanks to LaCie Setup Assistant. Install your d2 Quadra in three easy steps:

- Step 1 – Turn the drive on (section 2.1)
- Step 2 – Connect an interface cable (section 2.2)
- Step 3 – Run LaCie Setup Assistant to format your drive for optimal performance with your system (section 2.3)

**IMPORTANT INFO:** Do not connect more than one interface at a time. To switch interfaces, follow the steps in section *2.6. Switching Interfaces*.

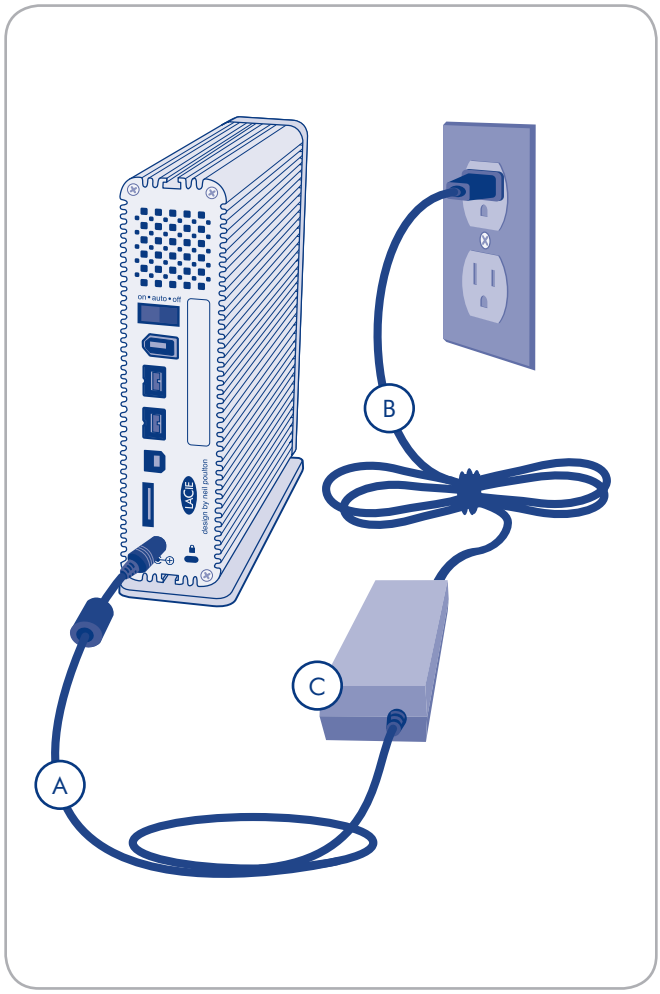
**IMPORTANT INFO:** Please follow the setup steps in the order they are given to ensure that the LaCie hard disk volume mounts correctly on your computer.

## 2.1. Turning the Drive On

### To connect the power supply:

The power supply kit is composed of two cables: one cable (**A**) connects to the LaCie drive; and the other cable (**B**) connects to a power outlet, such as a wall outlet or a surge protector.

1. Connect Cable **A** to your LaCie hard disk.
2. Connect Cable **B** to the power supply brick (**C**).
3. Connect Cable **B** to a surge protector or wall outlet.
4. Turn on the drive by moving the power switch on the back of the drive to the **on** or **auto** position.




**CAUTION:** Only use the AC adapter supplied with your specific LaCie hard disk. Do not use a power supply from another LaCie hard disk or another manufacturer. Using any other power cable or power supply may cause damage to the device and void your warranty.

Always remove the AC adapter before transporting your LaCie hard disk. Failure to remove the adapter may result in damage to your drive and will void your warranty.

**TECHNICAL NOTE:** You may use your LaCie hard disk when in a foreign country thanks to its 100-240 Volt power supply. To be able to use this feature, you may need to purchase an appropriate adapter or cord. LaCie accepts no responsibility for any damage to the drive resulting from the use of an inappropriate adapter. Using an adapter other than one authorized by LaCie will void your warranty.

## 2.2. Connecting the Interface Cable

**IMPORTANT INFO:** Please connect the power supply before connecting the interface cable to ensure that the volume mounts correctly on your computer.

### To connect the interface cable:

1. Connect one end of the interface cable (USB, FireWire 400, FireWire 800 or eSATA) to your computer.
2. Connect the other end of the interface cable to the matching port on the LaCie hard disk (Fig. 2.2).
3. After a few seconds, a small LaCie parition will mount on your computer and appear in My Computer (Windows users) or on your desktop (Mac users).
4. Proceed to section *2.3. LaCie Setup Assistant*.

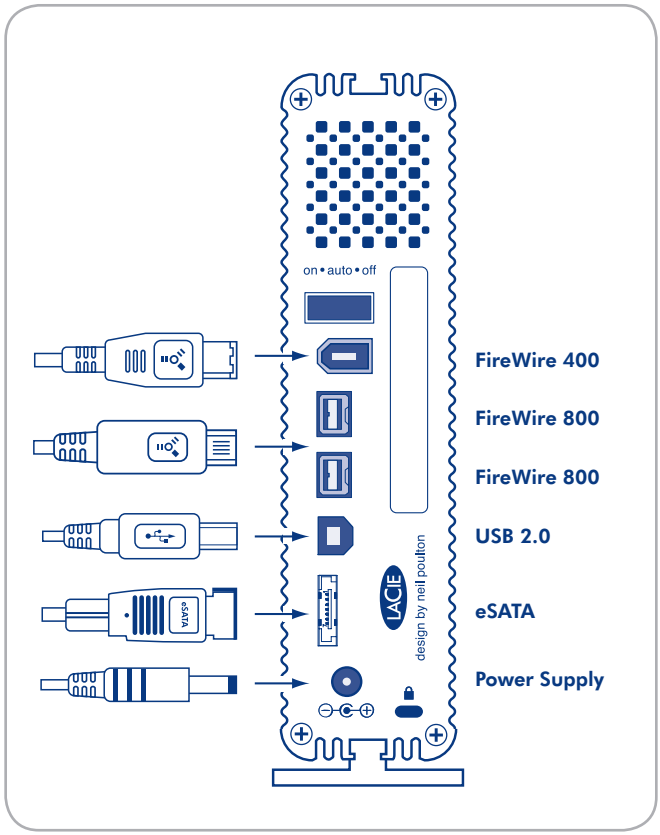



Figure 2.2

## 2.3. LaCie Setup Assistant

LaCie Setup Assistant will help you format your new LaCie disk. The version of LaCie Setup Assistant is based upon the disk that you are using. To verify your version, please launch LaCie Setup Assistant and compare the **Welcome** window with the images.

To launch LaCie Setup Assistant:

- Windows: Open **Computer/My Computer** and click twice on the **Start.exe** icon
- Mac: From your desktop, click twice on the LaCie Setup Assistant icon

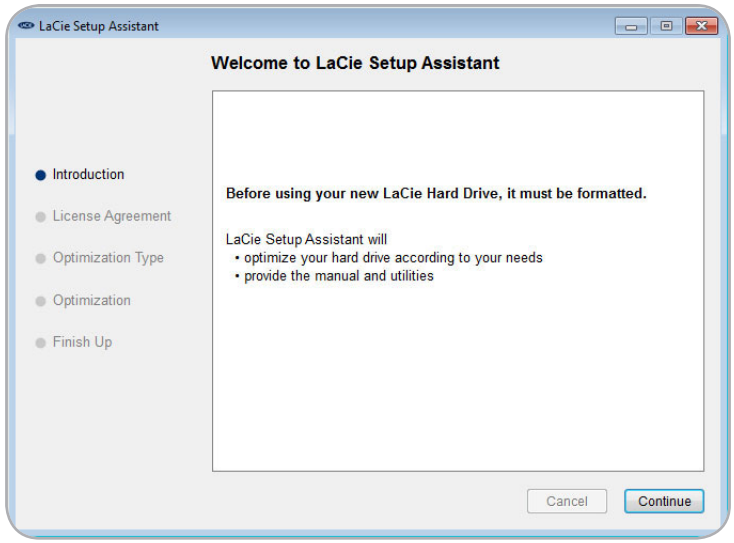



Figure 2.3 A

*Fig. 2.3 A*: Go to LaCie Setup Assistant A (*2.4. Launching LaCie Setup Assistant (A)*)

*Fig. 2.3 B*: Go to LaCie Setup Assistant B (*2.5. Launching LaCie Setup Assistant (B)*)

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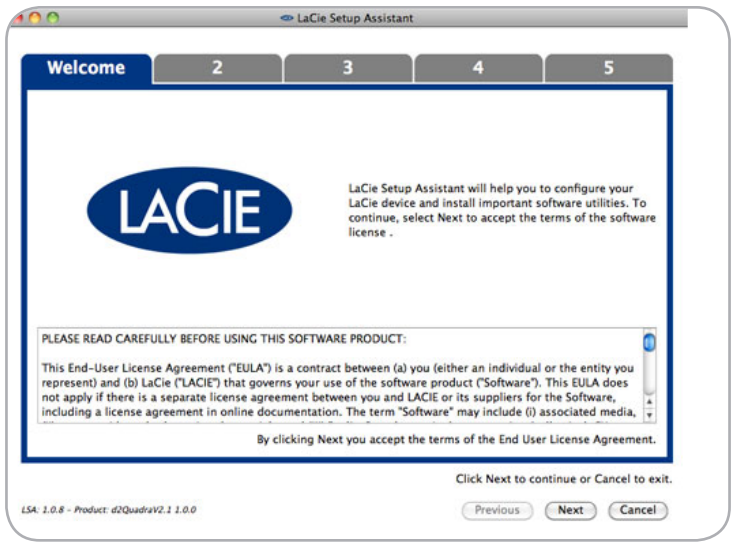
LaCie Setup Assistant
Welcome
2
3
4
5
LACIE
LaCie Setup Assistant will help you to configure your LaCie device and install important software utilities. To continue, select Next to accept the terms of the software license .
PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT:
This End-User License Agreement ("EULA") is a contract between (a) you (either an individual or the entity you represent) and (b) LaCie ("LACIE") that governs your use of the software product ("Software"). This EULA does not apply if there is a separate license agreement between you and LACIE or its suppliers for the Software, including a license agreement in online documentation. The term "Software" may include (i) associated media,
By clicking Next you accept the terms of the End User License Agreement.
Click Next to continue or Cancel to exit.
LSA: 1.0.8 - Product: d2QuadraV2.1 1.0.0
Previous
Next
Cancel

Figure 2.3 B

**IMPORTANT INFO FOR MAC OS X 10.7 (LION):** Certain versions of LaCie Setup Assistant are not compatible with Mac OS X 10.7. If you receive the error in *Fig. 2.3 C*, please see the instructions for formatting your hard drive at *3.3. Formatting for Mac Users*. For further information on Mac OS X Lion and LaCie software compatibility, go to www.lacie.com/lion.

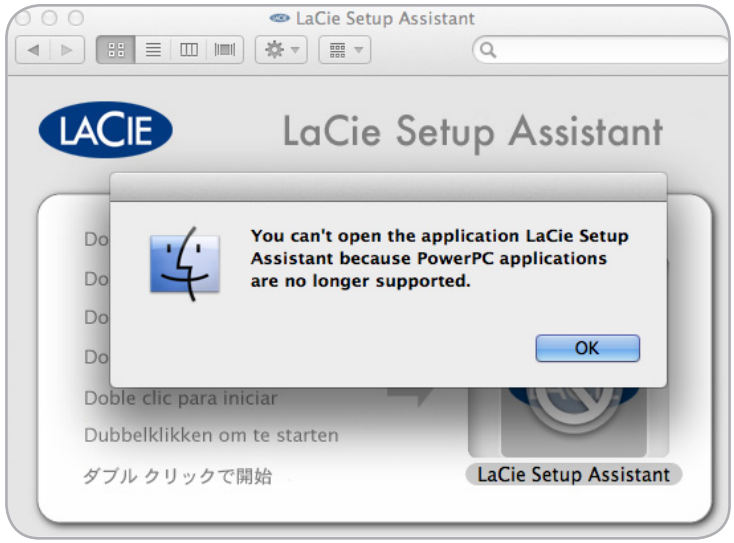
LaCie Setup Assistant
LACIE
LaCie Setup Assistant
You can't open the application LaCie Setup Assistant because PowerPC applications are no longer supported.
OK
Doble clic para iniciar
Dubbelklikken om te starten
ダブル クリックで開始
LaCie Setup Assistant

Figure 2.3 C

## 2.4. Launching LaCie Setup Assistant (A)

Before using your drive, LaCie Setup Assistant software must be launched to format your drive. It will:

- Optimize your drive according to your needs
- Copy the manual and utilities onto your LaCie hard disk

**IMPORTANT INFO:** LaCie recommends that you copy the user manual and utilities onto your computer's internal hard drive or other medium when setup is complete.

### To launch LaCie Setup Assistant:

**Windows** users: double click on the LaCie icon in "My Computer" (or in "Computer" for Windows Vista users).

**Mac** users: double click on the "LaCie Setup Assistant" icon which will appear on your desktop.

**IMPORTANT INFO:** If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after the formatting has begun, your drive will not be ready to use and will require manual formatting. The user manual and utilities will not be available on your drive and will have to be downloaded from the LaCie website: www.lacie.com

**TECHNICAL NOTE:** The LaCie Setup Assistant does not prevent you from using your computer's native disk utility program to format or partition your LaCie drive. Simply follow the Setup Assistant through completion, then use your computer's native disk utility (Disk Management for Windows or Disk Utility for Mac) to reformat your drive. See section *3. Optional Formatting and Partitioning* for more information.

## 2.5. Launching LaCie Setup Assistant (B)

LaCie Setup Assistant must be launched before using your drive. It will allow you to:

- Easily format the hard drive according to your needs
- Copy the User Manual to your computer
- Register your LaCie device
- Install software for added features

**IMPORTANT INFO:** If you do not launch LaCie Setup Assistant or if you quit LaCie Setup Assistant after the formatting has begun, your drive will not be ready to use and will require manual formatting. The User Manual and utilities will not be available and will have to be downloaded from the LaCie website: www.lacie.com/support/.

### Launch LaCie Setup Assistant:

**Windows** users: Open the **LACIE** volume in **Computer** (**My Computer** for Windows XP) and then double click **Start.exe**. (Fig. 2.5 A)

**Mac** users: double click on the "LaCie Setup Assistant" icon which will appear on your desktop. (Fig. 2.5 B)

### Setup

LaCie Setup Assistant does not prevent you from using your computer's native disk utility program to format or partition your LaCie drive. Simply follow the Setup Assistant through completion, then use Disk Management for Windows or Disk Utility for Mac to reformat your drive.

**IMPORTANT INFO FOR WINDOWS USERS:** While running LaCie Setup Assistant, generic pop-up windows may ask if you wish to change your computer's settings. This is a normal request when formatting a disk or installing certain software, such as Genie Timeline. To successfully complete LaCie Setup Assistant, LaCie recommends that you agree to change the settings.

continued on the next page>>

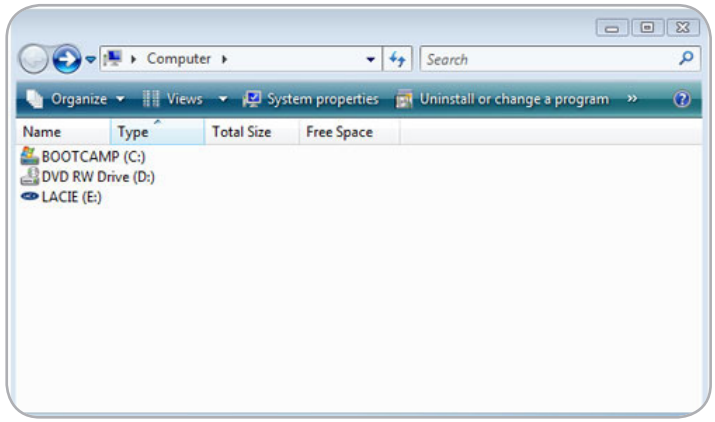


Fig. 2.5 A - Windows

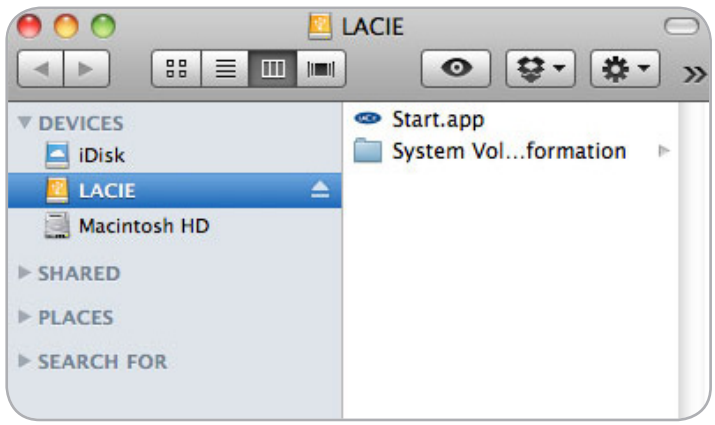


Fig. 2.5 B - Mac

Follow the on-screen instructions as listed below to format your drive and install software utilities:

1. Select your language. (Fig. 2.5 C)

2. Please read the license agreement before clicking **Next**. Selecting **Next** confirms that you accept the license agreement.

**continued on the next page>>**

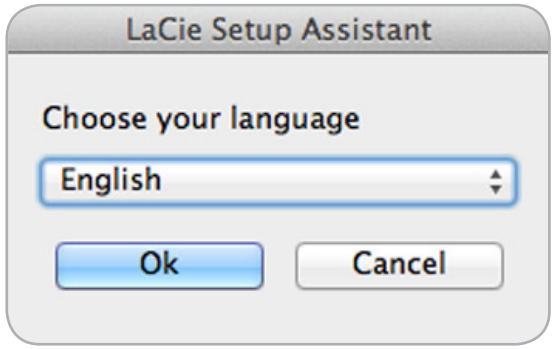


Fig.2.5 C

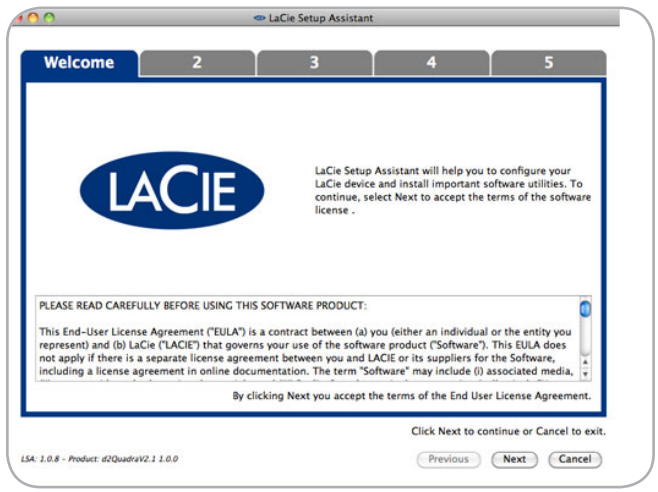
LaCie Setup Assistant
Welcome
2
3
4
5
LACIE
LaCie Setup Assistant will help you to configure your LaCie device and install important software utilities. To continue, select Next to accept the terms of the software license .
PLEASE READ CAREFULLY BEFORE USING THIS SOFTWARE PRODUCT:
This End-User License Agreement ("EULA") is a contract between (a) you (either an individual or the entity you represent) and (b) LaCie ("LACIE") that governs your use of the software product ("Software"). This EULA does not apply if there is a separate license agreement between you and LACIE or its suppliers for the Software, including a license agreement in online documentation. The term "Software" may include (i) associated media,
By clicking Next you accept the terms of the End User License Agreement.
Click Next to continue or Cancel to exit.
LSA: 1.0.8 - Product: d2QuadraV2.1 1.0.0
Previous
Next
Cancel

Fig.2.5 D

3. Use the slider to partition your LaCie hard drive. Moving the slider to the left will reduce the size of the *Compatible* volume (for Windows and Mac). If you do not want the *Compatible* volume, move the slider all the way to the left. The *LaCie* volume will be formatted for your operating system, NTFS (Fig. 2.5 E) for Windows and HFS+ for Mac (Fig. 2.5 F). Once you have made your selection, click **Next** to begin the format.

**continued on the next page>>**

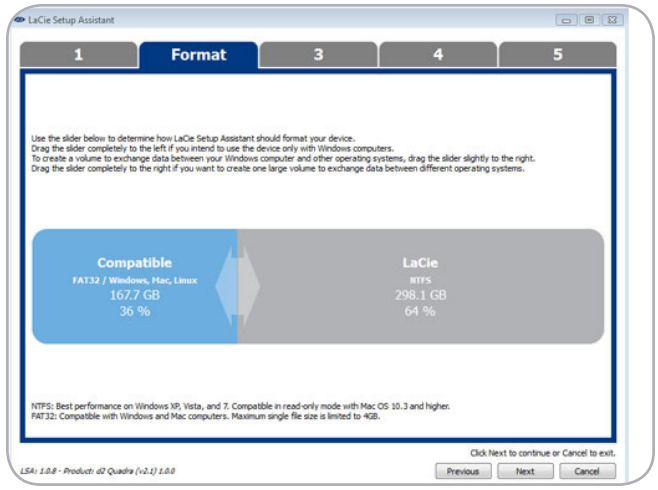
LaCie Setup Assistant
1
Format
3
4
5
Use the slider below to determine how LaCie Setup Assistant should format your device.
Drag the slider completely to the left if you intend to use the device only with Windows computers.
To create a volume to exchange data between your Windows computer and other operating systems, drag the slider slightly to the right.
Drag the slider completely to the right if you want to create one large volume to exchange data between different operating systems.
Compatible
FAT32 / Windows, Mac, Linux
167.7 GB
36 %
LaCie
NTFS
298.1 GB
64 %
NTFS: Best performance on Windows XP, Vista, and 7. Compatible in read-only mode with Mac OS 10.3 and higher.
FAT32: Compatible with Windows and Mac computers. Maximum single file size is limited to 4GB.
Click Next to continue or Cancel to exit.
LSA: 1.0.8 - Producti d2 Quadra (v2.1) 1.0.0
Previous
Next
Cancel

Fig. 2.5 E - Windows

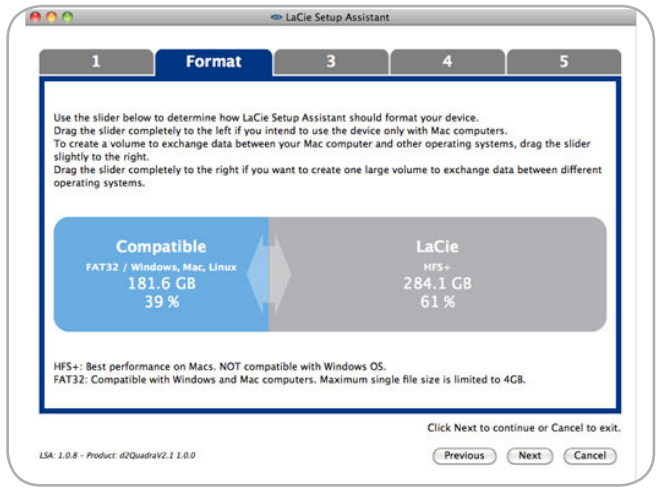
LaCie Setup Assistant
1
Format
3
4
5
Use the slider below to determine how LaCie Setup Assistant should format your device.
Drag the slider completely to the left if you intend to use the device only with Mac computers.
To create a volume to exchange data between your Mac computer and other operating systems, drag the slider slightly to the right.
Drag the slider completely to the right if you want to create one large volume to exchange data between different operating systems.
Compatible
FAT32 / Windows, Mac, Linux
181.6 GB
39 %
LaCie
HFS+
284.1 GB
61 %
HFS+: Best performance on Macs. NOT compatible with Windows OS.
FAT32: Compatible with Windows and Mac computers. Maximum single file size is limited to 4GB.
Click Next to continue or Cancel to exit.
LSA: 1.0.8 - Product: d2QuadraV2.1 1.0.0
Previous
Next
Cancel

Fig. 2.5 F - Mac

4. A window prompt alerts you that the disk will be formatted (Fig. 2.5 G & H). Select **Yes** to continue.

5. LaCie Setup Assistant will format the hard drive (Fig. 2.5 I).

**continued on the next page>>**

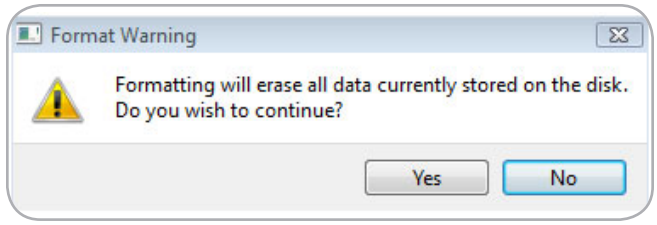


Fig.2.5 G - Windows

Fig. 2.5 H - Mac

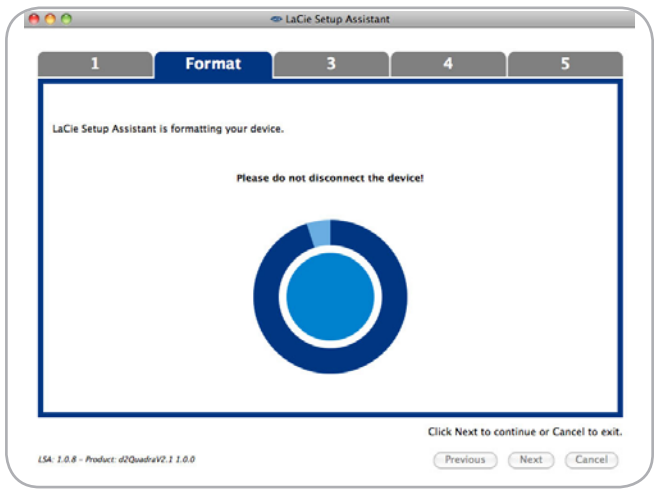


Fig.2.5 I

6. Register your LaCie device (Fig. 2.5 J & K). Click **Next** to continue.

**continued on the next page>>**

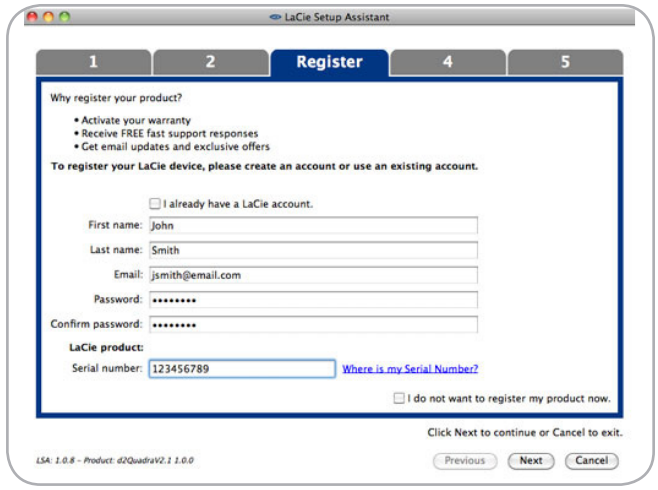


Fig.2.5 J- New Account

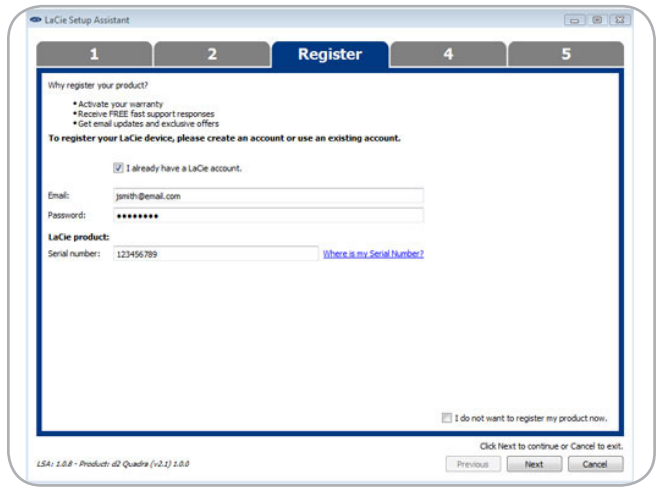


Fig. 2. K - Existing Account

7. Choose the software utilities that you want to install (Fig. 2.5 L & M). Click **Next** to continue.

**continued on the next page>>**

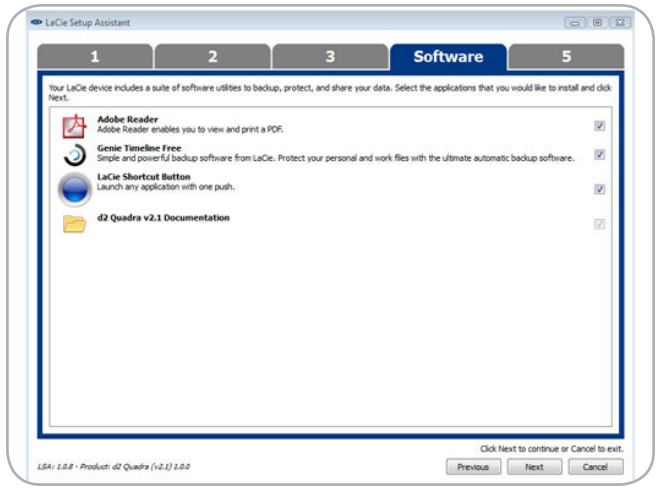
LaCie Setup Assistant
1
2
3
Software
5
Your LaCie device includes a suite of software utilities to backup, protect, and share your data. Select the applications that you would like to install and click Next.
Adobe Reader
Adobe Reader enables you to view and print a PDF.
Genie Timeline Free
Simple and powerful backup software from LaCie. Protect your personal and work files with the ultimate automatic backup software.
LaCie Shortcut Button
Launch any application with one push.
d2 Quadra v2.1 Documentation
Click Next to continue or Cancel to exit.
Previous
Next
Cancel

Fig. 2.5 L - Windows

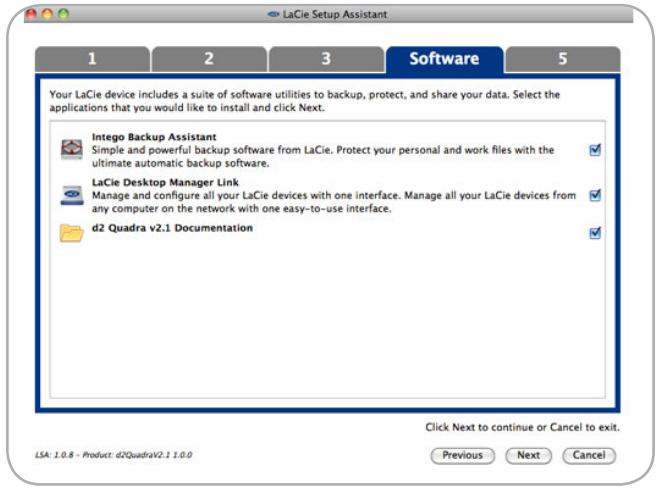
LaCie Setup Assistant
1
2
3
Software
5
Your LaCie device includes a suite of software utilities to backup, protect, and share your data. Select the applications that you would like to install and click Next.
Intego Backup Assistant
Simple and powerful backup software from LaCie. Protect your personal and work files with the ultimate automatic backup software.
LaCie Desktop Manager Link
Manage and configure all your LaCie devices with one interface. Manage all your LaCie devices from any computer on the network with one easy-to-use interface.
d2 Quadra v2.1 Documentation
Click Next to continue or Cancel to exit.
Previous
Next
Cancel

Fig. 2.5 M - Mac

8. LaCie Setup Assistant provides a summary of the installation. Click Finish to close the program (Fig. 2.5 N &O). Your LaCie hard drive is now ready for use.

Installed software utilities may be found in the following folders:

- Windows: **Desktop > LaCie**
- Mac: **Desktop > LaCie**

**IMPORTANT INFO:** Please note that LaCie software utilities may be installed at any time. Once the format is complete, the LaCie Setup Assistant application will remain on the LaCie partition. To install the software utilities, simply launch LaCie Setup Assistant and follow the steps listed above.

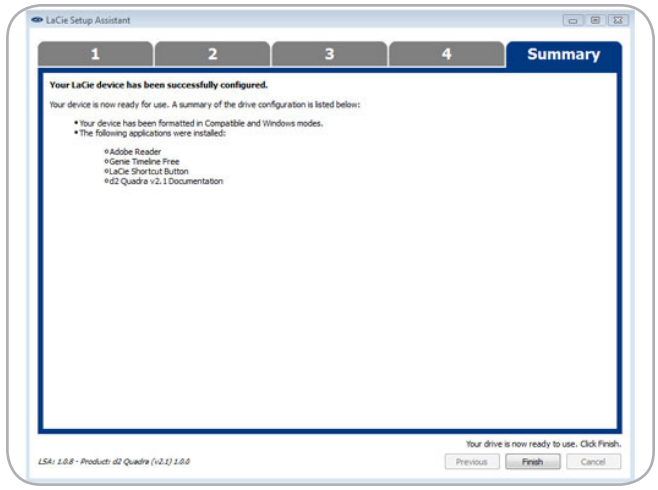
LaCie Setup Assistant
1
2
3
4
Summary
Your LaCie device has been successfully configured.
Your device is now ready for use. A summary of the drive configuration is listed below:
• Your device has been formatted in Compatible and Windows modes.
• The following applications were installed:
Adobe Reader
Genie Timeline Free
LaCie Shortcut Button
d2 Quadra v2.1 Documentation
Your drive is now ready to use. Click Finish.
Previous
Finish
Cancel

Fig. 2.5 N - Windows

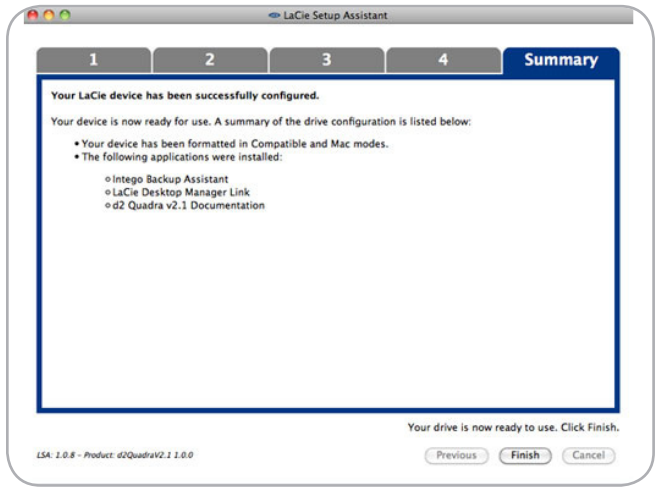
LaCie Setup Assistant
1
2
3
4
Summary
Your LaCie device has been successfully configured.
Your device is now ready for use. A summary of the drive configuration is listed below:
• Your device has been formatted in Compatible and Mac modes.
• The following applications were installed:
Intego Backup Assistant
LaCie Desktop Manager Link
d2 Quadra v2.1 Documentation
Your drive is now ready to use. Click Finish.
Previous
Finish
Cancel

Fig. 2.5 O - Mac

## 2.6. Connecting Multiple Devices

FireWire 400 and FireWire 800 interfaces allow you to connect another hard drive, a DVD±RW writer or a digital video camera directly to the LaCie d2 Quadra (this connection is called "daisy-chaining").

To daisy-chain devices, you must be using the same interface (FireWire). Your computer will not recognize the daisy-chained device if the interfaces are mixed, i.e. a FireWire device attached to a drive that is connected to the computer via the Hi-Speed USB 2.0 interface.

**TECHNICAL NOTE:** When you daisy-chain using a mix of interfaces (FireWire 400 and FireWire 800) the resultant speed will be limited to the lowest common denominator (FireWire 400 speeds).

1. Connect your LaCie d2 Quadra's power supply and host computer interface by following the steps in sections 2.1 to 2.3.

2. **To attach a digital video camera*:**

   a. Using the iLink/DV cable (sold separately), connect the 4-pin end of the cable to the 4-pin port on your digital camera.

   b. Connect the 6-pin end of the iLink/DV cable to the 6-pin FireWire port on the back of the LaCie Hard drive (C).

**To attach a FireWire peripheral:**

   a. Connect the FireWire 400 or 800 cable into an available FireWire 400 or 800 port on your FireWire peripheral.

   b. Attach the other end of the FireWire 400 or 800 cable to an available FireWire 400 or 800 port on the LaCie d2 Quadra (C).

3. The digital camera should now appear under My Computer (Windows users) or on the desktop (Mac users).

*Some cameras do not support this configuration or may downgrade your LaCie d2 Quadra's performance.

## 2.7. Disconnecting Your LaCie d2 Quadra

USB external devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to follow these steps when disconnecting your LaCie hard disk.

### Windows Users

1. From the **System Tray** (located in the lower right-hand side of your screen), click the **Eject** icon (a small green arrow over a hardware image).
2. A message will appear, listing the devices the Eject icon controls (it should say, "Safely remove..."). Click on the LaCie hard disk in this prompt.
3. This message will appear: "Safe to Remove Hardware" (or similar). It is now safe to disconnect the device.

### Mac Users

1. Drag the hard disk icon to the trash.
2. When the icon disappears from the desktop, the drive can be disconnected.

## 2.8. Switching Interfaces

FireWire, eSATA and USB external devices feature "plug & play" connectivity, which means that your drive can be connected and disconnected while the computer is running. To prevent failures, however, it is important to unmount or safely disconnect your drive before switching interfaces. See section *2.7. Disconnecting Your LaCie d2 Quadra*, for proper disconnection procedures.

# 3. Optional Formatting and Partitioning

The first time you use your LaCie hard disk, LaCie Setup Assistant formats your drive according to your needs. If your needs change, you can reformat your LaCie Hard Disk to optimize it for use with Windows or Mac, or for cross-platform use. For example, if you used LaCie Setup Assistant to format your drive to work with your Mac (HFS+), but now you want to share your hard disk with Windows users, you can reformat it to FAT 32 (MS-DOS) for this purpose.

You may need to format your LaCie hard disk if LaCie Setup Assistant was interrupted or stopped. If the hard disk does not appear in My Computer (Windows) or on the desktop (Mac), it may not be formatted properly.

**IMPORTANT INFO: Please copy the User Manual and utilities to your computer before reformatting**. Reformatting will erase everything from the hard disk. If you have other data that you want to protect or continue to use, copy this information to your computer before reformatting.

## What is Formatting?

When a disk is formatted, the following things occur: the operating system erases all of the bookkeeping information on the disk, tests the disk to make sure that all of the sectors are reliable, marks bad sectors (i.e., those that are scratched) and creates internal address tables that it later uses to locate information. A hard disk must be formatted before it can be used to store data.

## What is Partitioning?

You can also divide the hard disk into sections, called partitions. A partition is a section of the hard disk's storage capacity that is created to contain files and data. For instance, you could create three partitions on your drive: one partition for your office documents, one as a backup and one for your multimedia files. Or, if you will be sharing the drive with another person in your household or office, you can create a partition for each person who uses the drive. Partitioning is optional.

## File System Formats

There are three different file system format categories: NTFS, FAT 32 (MS-DOS), and Mac OS Extended (HFS+). Use the information below to determine which format is best for you.

### Use NTFS if...

...you will be using the drive only with Windows 2000, Windows XP or Windows Vista (performance will generally be greater when compared to FAT 32). This file system is compatible in read only mode with Mac OS X 10.3 and higher.

### Use HFS+ if...

...you will be using the drive on Macs only; performance will generally be greater when compared to FAT 32. This file system is NOT compatible with Windows OS.

### Use FAT 32 (MS-DOS) if...

...you will be using your drive with both Windows and Mac OS X 10.3 or sharing the drive between Windows 2000 and Windows XP or Windows Vista. Maximum single file size is 4GB.

# 3.1. Finding the File System Format

You may need to know the current file system format of your LaCie hard disk if:

- You want to reformat your LaCie hard disk. The current file system format may determine the process you'll use to reformat it.
- The LaCie hard disk does not appear to mount on your computer. In this case, the file system format may prevent your operating system from recognizing the LaCie hard disk (ex. If you connect a hard disk formatted in HFS+ to a Windows computer).

## Windows Users

1. Right-click My Computer and select **Manage** from the right-click options menu. The Computer Management window opens.
2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). Information about all storage devices connected to your computer appears in the right hand pane.
3. Find the disk corresponding to your LaCie hard disk.

**NOTE:** "Disk 0" is your computer's internal hard disk. If other storage devices are connected to your computer, refer to the disk information in the upper pane to determine which disk is your LaCie hard disk.

4. The File System column in the upper pane lists the file system of each disk. Disks are listed as "NTFS", "FAT32" or blank (if the file system format is not recognizes, such as if it is HFS+).

## Mac Users

1. Select **Utilites** from the Go menu in Finder.
2. Open Disk Utility.
3. In the disk list on the left side of the Disk Utility window, find the disk corresponding to your LaCie hard disk.
4. Each disk has at least two listings, one representing the device itself and one representing each partition on the disk. Select one of the lower, indented partitions.
5. Refer to the **Format** line of the information area at the bottom of the Disk Utility window.

## 3.2. Formatting for Windows Users

Before you start, connect the drive to the computer and follow the steps in section 3.1. to find the file system format of your LaCie hard disk.

- If your disk is formatted as a FAT32 volume, proceed to section *3.2.1. Formatting from FAT32 to NTFS*.
- If your disk is formatted as an HFS+ volume (or unrecognized in Windows) , click here or proceed to section *3.2.2. Formatting from HFS+*.

### 3.2.1. Formatting from FAT32 to NTFS

Follow these steps if you used LaCie Setup Assistant to create an exchange volume on your LaCie Hard Disk for data sharing between Windows and Mac computers or if you reformatted your LaCie Hard Disk as a FAT32 volume on a Mac.

**CAUTION:** Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Right-click **My Computer** and select **Manage** (Fig. 3.2.1-A). The Computer Management window opens.
2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). See Fig. 3.2.1-B. Information about all storage devices connected to your computer appears in the pane on the right.
3. Find the disk corresponding to your LaCie hard disk. Right-click in the disk allocation bar of the FAT32 volume and select **Format...** from the right-click options menu (Fig. 3.2.1-B).

**TECHNICAL NOTE:** If you did not create an exchange volume using LaCie Setup Assistant, there may be only one volume associated with the disk.

Continued on next page...

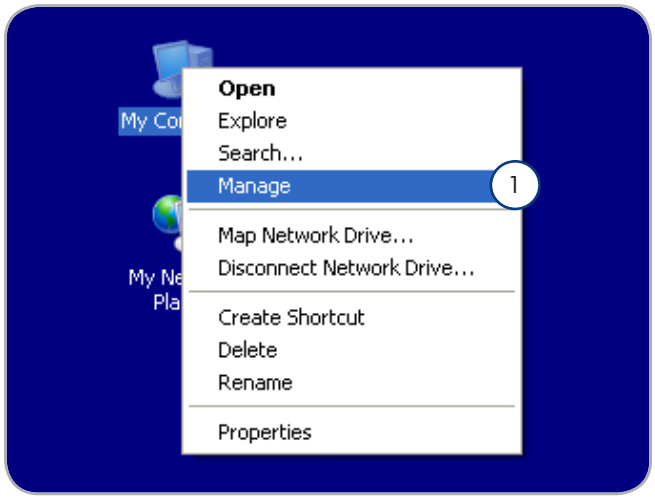


Figure 3.2.1-A

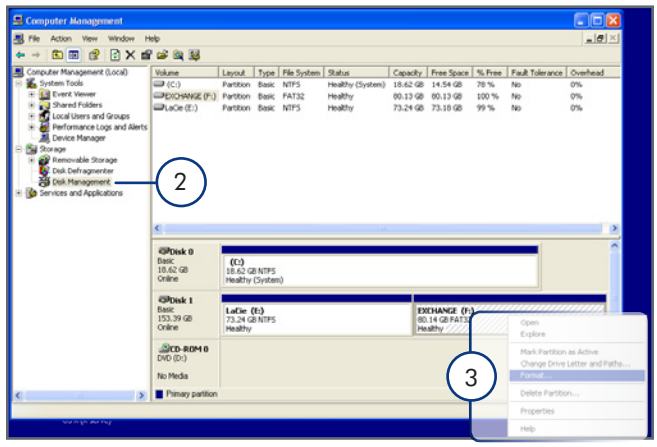


Figure 3.2.1-B

4. In the Format window:

   a. Enter a name for the disk as you'd like it to appear on your computer in the **Volume label** field.
   b. Select "Perform a quick format".
   c. Leave the other options at their default values and click **OK**.

5. Click **OK** in the format warning dialog. During the formatting process, the status of the disk changes to "Formatting" in the Computer Management window. When Formatting is complete, the status changes to "Healthy". See Fig. 3.2.1-D.

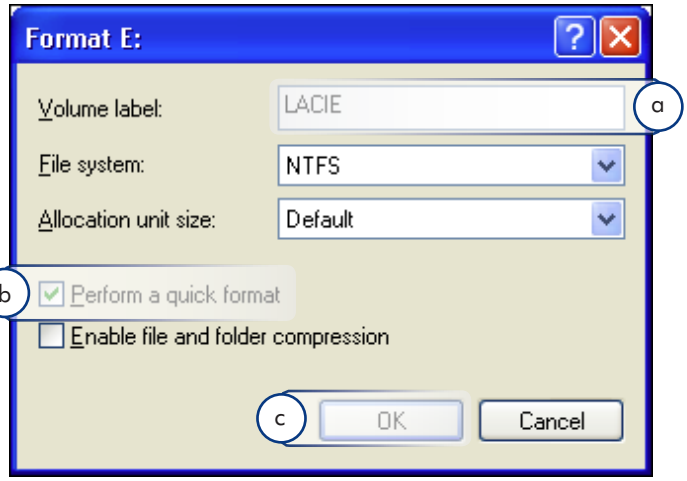


Figure 3.2.1-C

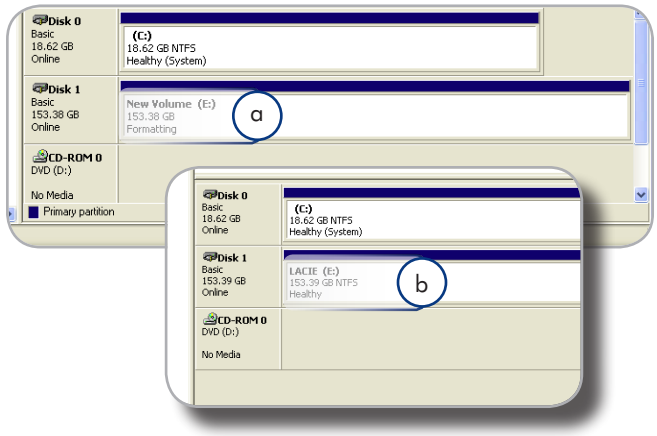


Figure 3.2.1-D

## 3.2.2. Formatting from HFS+ (Apple File System) to NTFS

Follow the steps in this section if you used LaCie Setup Assistant to format your drive for use with a Mac or if you reformatted your LaCie hard disk as an HFS+ volume on a Mac.

**CAUTION:** Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Right-click **My Computer** and select **Manage** (Fig. 3.2.2-A). The Computer Management window opens.
2. Select **Disk Management** under Storage (you may have to expand the Storage list to see the Disk Management option). See Fig. 3.2.2-B. Information about all storage devices connected to your computer appears in the pane on the right.
3. Find the disk corresponding to your LaCie hard disk. Right-click on the "Unallocated" volume in the disk allocation bar and select **New Partition...** from the right-click options menu (Fig. 3.2.2-B). The New Partition Wizard opens.

Continued on next page...

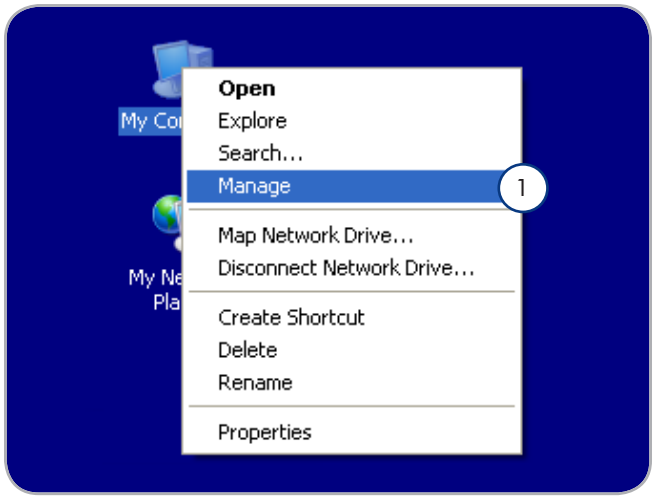


Figure 3.2.2-A

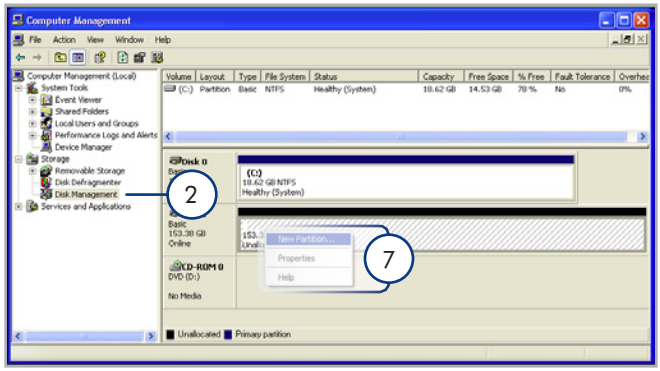


Figure 3.2.2-B

4. On the Welcome to the New Partition Wizard screen, click **Next**.

5. Select **Primary Partition** and click **Next**.

6. If you would like to create more than one partition on the disk, enter the size of the first partition in the "Partition size in MB" field. Otherwise, leave the default values and click **Next**.

7. Choose a drive letter to assign to the drive. Click **Next**.

8. Select "Format this partition with the following settings" and Enter a name for the volume as you'd like it to appear on your computer. Select "Perform a quick format." Click **Next**. See Fig. 3.2.2-D.

9. Review your settings and click **Finish** to begin the formatting process.

10. During the formatting process, the status of the disk changes to "Formatting" (a) in the Computer Management window. When Formatting is complete, the status changes to "Healthy" (b). See Fig. 3.2.2-E.

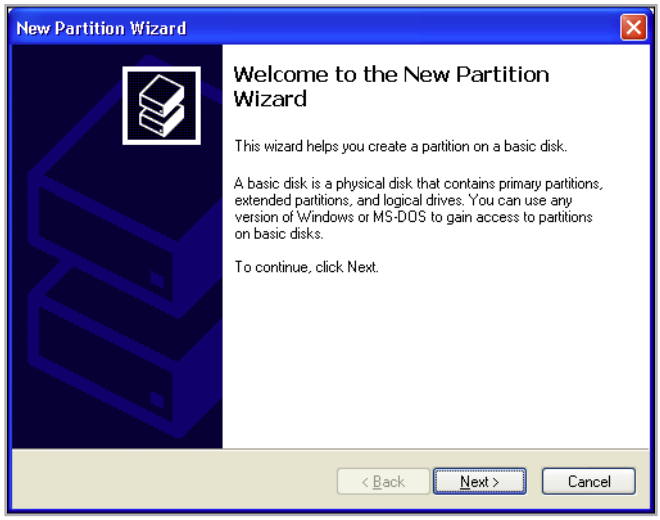
New Partition Wizard
Welcome to the New Partition Wizard
This wizard helps you create a partition on a basic disk.
A basic disk is a physical disk that contains primary partitions, extended partitions, and logical drives. You can use any version of Windows or MS-DOS to gain access to partitions on basic disks.
To continue, click Next.
< Back
Next >
Cancel

Figure 3.2.2-C

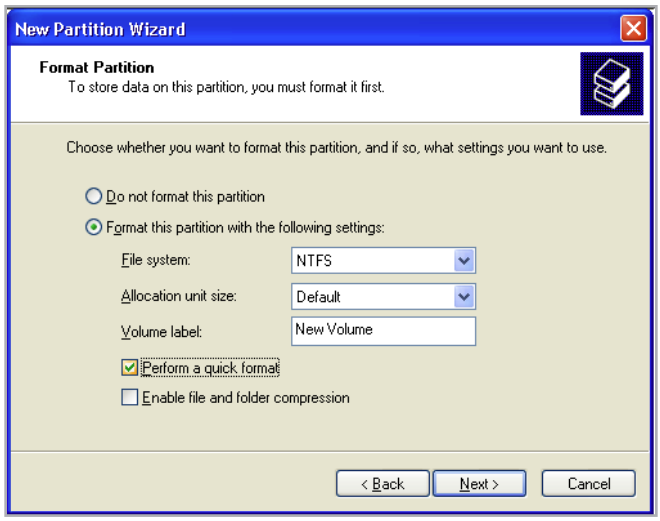
New Partition Wizard
Format Partition
To store data on this partition, you must format it first.
Choose whether you want to format this partition, and if so, what settings you want to use.
Do not format this partition
Format this partition with the following settings:
File system:
NTFS
Allocation unit size:
Default
Volume label:
New Volume
Perform a quick format
Enable file and folder compression
< Back
Next >
Cancel

Figure 3.2.2-D

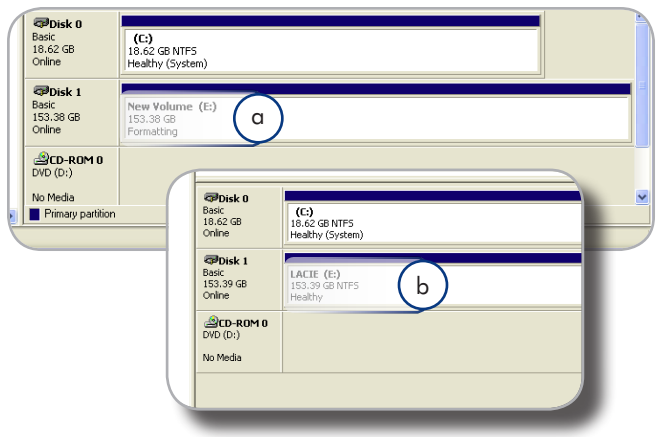


Figure 3.2.2-E

## 3.3. Formatting for Mac Users

**CAUTION:** Following these steps will erase everything from the hard disk. If you have information that you want to protect or continue to use, back up this information before performing these steps.

1. Select **Utilites** from the Go menu in Finder.
2. Open Disk Utility.
3. In the disk list on the left side of the Disk Utility window, find the disk corresponding to your LaCie hard disk. For each disk there is a listing for the drive controller and one for each volume on the disk. Select the listing for the controller (ex. "153.4 GB HDT72251…" in Fig. 3.3-A).
4. Select the **Partition** tab.
5. From the **Volume Scheme** menu, choose the number of partitions you want to divide the drive into (16 maximum). You can adjust the size of each partition using the slide bar between the partitions in the **Volume Scheme** area.
6. In the **Volume Information** section, enter a name for each volume (partition) and choose the volume format (Mac OS Extended, Mac OS Standard, UNIX File System, or MS-DOS).

**TECHNICAL NOTE:** To share a volume with Windows users, select MS-DOS (FAT32) format.

**IMPORTANT INFO:** Apple recommends that unless you have a specific reason to use the UNIX File System (UFS), you should use the Mac OS Extended format because it provides a more familiar experience to Macintosh users.

8. Click **Partition**. Click **Partition** again to close the alert message and continue.
9. Mac Disk Utility will format and partition the disk according to your settings, and your drive will be ready to use.

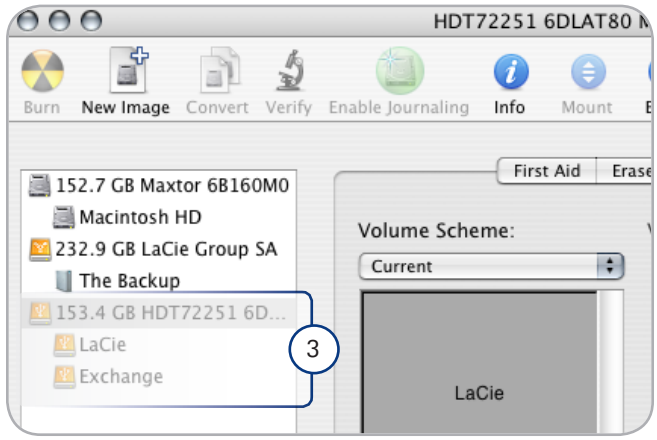


Figure 3.3-A

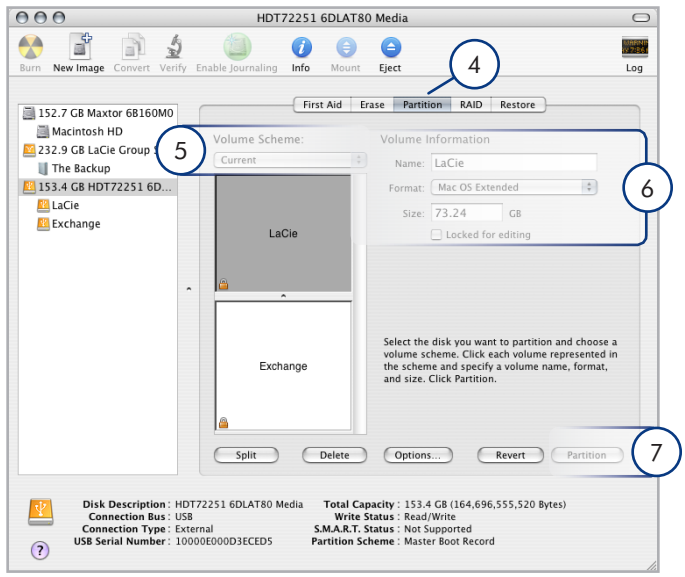


Figure 3.3-B

# 4. Troubleshooting

If your LaCie hard disk is not working correctly, please refer to the following checklist to determine the source of the problem. If you have gone through all of the points on the checklist and your drive still does not work properly, please check the FAQs that are regularly published on our website – www.lacie.com. One of these FAQs may provide an answer to your specific question. You can also visit the downloads page, where the most recent software updates will be available.

If you need further assistance, please contact your LaCie reseller or LaCie Customer Support (see section *5. Contacting Customer Support* for details).

## Manual Updates

LaCie strives to give you the most up-to-date, comprehensive user manuals available on the market. It is our goal to provide you with a friendly, easy-to-use format that will help you quickly install and utilize the many functions of your new device.

If your user manual does not reflect the configuration of the product you purchased, please check our website for the most current version of the user manual.

www.lacie.com

## Mac Troubleshooting

| Problem | Question | Solution |
|---|---|---|
| The drive is not recognized by the computer. | Does an icon for the drive appear on the desktop? | There should be an icon for the LaCie drive on the desktop. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem. |
| | Does your computer's configuration meet the minimum system requirements for use with this drive? | See section *1.2. Minimum System Requirements* for more information. |
| | Is the drive's power supply connected and turned on? | Make sure that the power supply is properly connected (see section *2.1. Turning the Drive On*), that the drive has been turned on by pressing the On/Off/Auto button the back of the drive, and that the outlet the power supply is connected to is also turned on. |
| | Did you follow the correct installation steps for the specific interface and operating system? | Review the installation steps in section *2.2. Connecting the Interface Cable*. |
| | Are both ends of the FireWire, eSATA or USB cables firmly attached? | Check both ends of the FireWire, eSATA or USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again. |
| | Have the USB, eSATA or FireWire drivers been installed correctly and enabled? | Open **Apple System Profiler** and click on the **Devices and Volumes** tab. If your device is not listed, recheck the cables and try the other troubleshooting tips listed here. |
| | Is there a conflict with other device drivers or extensions? | Contact LaCie Technical Support for help. |

| Problem | Question | Solution |
|---|---|---|
| The drive is not recognized by the computer. | Has the drive been formatted? | Make sure that the drive has been formatted properly. Please see sections *3. Optional Formatting And Partitioning.* |
| | Does your computer's operating system support the file system? | Check your computer's documentation and see section *3. Optional Formatting And Partitioning* |
| Error messages under Mac OS 10.x. | Did you get an "Error –50" message while copying to a FAT 32 volume? | When copying files or folders from Mac OS 10.x to a FAT 32 volume, certain characters cannot be copied. These characters include, but are not limited to:<br>? < > / \ :<br>Check your files and folders to ensure that these types of characters are not being used. |
| | Did you get an error message telling you that the drive has been disconnected when coming out of sleep mode? | Simply ignore this message. The drive will remount to the desktop. LaCie drives conserve power by spinning down when you set your computer to sleep mode, and when the computer is "woken" from sleep, it does not give the drive enough time to spin-up from its sleep mode. |
| | Are you having problems getting your FireWire device to be recognized? | If you are having problems with your FireWire connection under Mac OS 10.2.x, upgrade to the latest Mac OS version. |
| The drive is working slowly. | Are there other USB, eSATA or FireWire devices connected to the same port or hub? | Disconnect any other USB, eSATA or FireWire devices and see if the drive's performance increases. |
| The drive is not running noticeably faster when connected via Hi-Speed USB 2.0. | Is the drive connected to a USB port on your computer, or to a USB hub? | If your drive is connected to a USB port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB transfer rates. |
| | Is the drive connected to a Hi-Speed USB 2.0 port on your computer? | Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them. |
| | Does your computer or operating system support Hi-Speed USB 2.0? | See section *2.1. Minimum System Requirements*. |

## Windows Troubleshooting

| Problem | Question | Solution |
|---|---|---|
| The drive is not recognized by the computer. | Is there an icon for the drive in **My Computer**? | Go into **My Computer** and look for an icon and drive letter assigned to the LaCie drive. If the drive does not appear, follow the rest of the Troubleshooting tips to isolate the problem. |
| | Does your computer's configuration meet the minimum system requirements for use with this drive? | See section *1.2. Minimum System Requirements* for more information. |
| | Is the drive's power supply connected and turned on? | Make sure that the power supply is properly connected (see section *2.1. Turning the Drive On*), that the drive has been turned on by pressing the On/Off/Auto button the back of the drive, and that the outlet the power supply is connected to is also turned on. |
| | Did you follow the correct installation steps for the specific interface and operating system. | Review the installation steps in section *2.2. Connecting the Interface Cable*. |
| | Are both ends of the FireWire, eSATA or USB cables firmly attached? | Check both ends of the FireWire, eSATA or USB cables and make sure that they are fully seated in their respective ports. Try disconnecting the cables, waiting 10 seconds, and then reconnecting them. If the drive is still not recognized, restart your computer and try again. |
| | Is there a conflict with other device drivers or extensions? | Contact LaCie Technical Support for help. |
| FireWire 800 does not work under Windows 2000. | Have you installed the Windows 2000 Service Pack 4? | In order to operate FireWire 800 devices under Windows 2000, the Service Pack 4 update must be installed. This is a free download offered on Microsoft's website. |
| The drive is working slowly. | Are there other USB, eSATA or FireWire devices connected to the same port or hub? | Disconnect any other USB, eSATA or FireWire devices and see if the drive's performance increases. |
| The drive is not running noticeably faster when connected via Hi-Speed USB 2.0. | Is the drive connected to a USB port on your computer, or to a USB hub? | If your drive is connected to a USB 1.1 port or hub, this is normal. A Hi-Speed USB 2.0 device can only operate at Hi-Speed USB 2.0 performance levels when it is connected directly to a Hi-Speed USB 2.0 port or hub. Otherwise, the Hi-Speed USB 2.0 device will operate at the slower USB 1.1 transfer rates. |
| | Is the drive connected to a Hi-Speed USB 2.0 port on your computer? | Check to see that the Hi-Speed USB 2.0 drivers for both your host bus adapter and device have been installed correctly. If in doubt, un-install the drivers and re-install them. |
| | Does your computer or operating system support Hi-Speed USB 2.0? | See section *1.2. Minimum System Requirements*. |

| Problem | Question | Solution |
|---|---|---|
| The drive turns on and off when you turn your computer on and off (USB and FireWire connections). | This is normal. Your drive has an autoswitching power feature, which means that if your drive is connected to your computer, turning the computer on will automatically turn the drive on. Likewise, turning the computer off will automatically turn the drive off. If you wish to power off the drive while it is connected to your computer, first make sure that your computer is not accessing the drive and then follow the steps in section *2.7. Disconnecting Your LaCie Hard Disk*. After you have disconnected the drive, flip the On/Off/Auto button on the back of the drive to turn the drive off. | |

# 5. Contacting Customer Support

## Before You Contact Technical Support

1. Read the manuals and review section *4. Troubleshooting*.
2. Try to isolate the problem. If possible, make the drive the only external device on the CPU, and make sure that all of the cables are correctly and securely attached.

If you have asked yourself all of the pertinent questions in the troubleshooting checklist, and you still can't get your LaCie drive to work properly, contact us at www.lacie.com. Before contacting us, make sure that you are in front of your computer and that you have the following information on hand:

| Information | Where to Find Information |
|---|---|
| 1. LaCie hard drive serial number | Located on a sticker at the back of drive or on the original packaging |
| 3. Macintosh/PC model<br>4. Operating system version<br>5. Processor speed<br>6. Computer memory | **Mac users:** Click on the Apple icon in the menu bar and select **About This Mac**.<br>**Windows users:** Right click **My Computer** and select **Properties > General**. |
| 7. The brands and models of other internal and external peripherals installed on your computer | **Mac users:** Click on the Apple icon in the finder bar and select **About This Mac**. Select **More Info...** The Apple System Profiler will launch and will list your internal and external peripherals.<br>**Windows users:** Right click **My Computer** and select **Properties > Hardware.** |

## LaCie Customer Support Contacts

| | |
|---|---|
| LaCie Asia, Singapore, and Hong Kong<br>Contact us at:<br>http://www.lacie.com/asia/contact/ | LaCie Australia<br>Contact us at:<br>http://www.lacie.com/au/contact/ |
| LaCie Belgium<br>Contact us at:<br>http://www.lacie.com/be/contact/ (Français) | LaCie Canada<br>Contact us at:<br>http://www.lacie.com/caen/contact/ (English) |
| LaCie Denmark<br>Contact us at:<br>http://www.lacie.com/dk/contact | LaCie Finland<br>Contact us at:<br>http://www.lacie.com/fi/contact/ |
| LaCieFrance<br>Contact us at:<br>http://www.lacie.com/fr/contact/ | LaCie Germany<br>Contact us at:<br>http://www.lacie.com/de/contact/ |
| LaCie Italy<br>Contact us at:<br>http://www.lacie.com/it/contact/ | LaCie Japan<br>Contact us at:<br>http://www.lacie.com/jp/contact/ |
| LaCie Netherlands<br>Contact us at:<br>http://www.lacie.com/nl/contact/ | LaCie Norway<br>Contact us at:<br>http://www.lacie.com/no/contact/ |
| LaCie Spain<br>Contact us at:<br>http://www.lacie.com/es/contact/ | LaCie Sweden<br>Contact us at:<br>http://www.lacie.com/se/contact |
| LaCie Switzerland<br>Contact us at:<br>http://www.lacie.com/chfr/contact/ (Français) | LaCie United Kingdom<br>Contact us at:<br>http://www.lacie.com/uk/contact |
| LaCie Ireland<br>Contact us at:<br>http://www.lacie.com/ie/contact/ | LaCie USA<br>Contact us at:<br>http://www.lacie.com/contact/ |
| LaCie International<br>Contact us at:<br>http://www.lacie.com/intl/contact/ | |

# Warranty Information

LaCie warrants your drive against any defect in material and workmanship, under normal use, for the period designated on your warranty certificate. In the event this product is found to be defective within the warranty period, LaCie will, at its option, repair or replace the defective drive. This warranty is void if:

- The drive was operated/stored in abnormal use or maintenance conditions;
- The drive is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by LaCie;
- The drive was subjected to abuse, neglect, lightning strike, electrical fault, improper packaging or accident;
- The drive was installed improperly;
- The serial number of the drive is defaced or missing;
- The broken part is a replacement part such as a pickup tray, etc.
- The tamper seal on the drive casing is broken.

LaCie and its suppliers accept no liability for any loss of data during the use of this device, or for any of the problems caused as a result.

LaCie will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

Any loss, corruption or destruction of data while using a LaCie drive is the sole responsibility of the user, and under no circumstances will LaCie be held liable for the recovery or restoration of this data.

Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the drive.

To obtain warranty service, call LaCie Technical Support. You will be asked to provide your LaCie product's serial number, and you may be asked to furnish proof of purchase to confirm that the drive is still under warranty.

All drives returned to LaCie must be securely packaged in their original box and shipped with postage prepaid.

**IMPORTANT INFO:** Register online for free technical support: www.lacie.com/register